

**Department of Environmental Protection  
Montgomery County, Maryland**

***DIVISION OF SOLID WASTE SERVICES***



Grinding some of the many tree limbs that came into the Transfer Station after the snow storms.

***MONTHLY REPORT  
FEBRUARY 2010***



*Printed on Recycled and Recyclable Paper*

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# **OVERVIEW**

## **Tonnage at a Glance**

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

<b>FACILITY</b>	<b>Feb FY10</b>	<b>FY10 Total</b>	<b>Feb FY09</b>	<b>Feb FY08</b>
Materials Recovery Facility <sup>(1)</sup>	4,881 tons	52,188 tons	6,170 tons	6,708 tons
Brunswick Landfill Facility <sup>(2)</sup>	9,863 tons	110,513 tons	10,541 tons	16,261 tons
Resource Recovery Facility <sup>(3)</sup>	31,414 tons	339,516 tons	28,711 tons	40,903 tons
Yard Trim Compost Facility	0 ton	57,887 tons	504 tons	962 tons

*(1) MRF tons reported as outgoing.*

*(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessable waste). It does not include rubble and bulk natural wood waste that is recycled.*

*(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.*

During February, program staff:

- Researched properties and entered billing changes into the database;
- Completed the work on the Non-residential Study and continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in February;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for February 2010 totaling \$961,818.96 (an increase of \$1,029.66 over February 2009);
- Updated the Aging Report (30-day arrearage was \$20,480.43 as of March 10, 2010);
- Reconciled February 2010 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services, ERP and MC311 implementation; and
- Finalized the FY11 budget and rates with OMB.

## **CITIZEN COMMITTEES**

**Dickerson Area Facilities Implementation Group (DAFIG)** – DAFIG met on Tuesday, January 26, 2010. Topics discussed included the following: The FY11 and beyond budget, DEP complaints; Deer management, Site 2 ponds and Annual presentation of Ground water and Surface water monitoring.

**Solid Waste Advisory Committee (SWAC)** – The regular monthly meeting for SWAC was held on Tuesday, February 23, 2010. The topic was Recycling Public Education & Outreach and the Yard Trim Reduction Program. There were eleven SWAC members and three County staff members present. The next monthly meeting is scheduled on Tuesday, March 16, 2010 in the Lobby Level Auditorium at the Executive Office Building.

## **COLLECTIONS**

### **Resident Missed Collection Complaints:**

February 2010	38
February 2009	49
Difference	-11

### **Call Center:**

Bulk trash requests	379
Scrap metal requests	366
Blue bin requests	830
Blue cart requests	219
Literature requests	97

### **Public Outreach:**

- **Survey Cards:**

The Public Service Workers distributed 999 survey cards in January and received 5.6% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	84%	12%	2%	0%	2%
County Staff	84%	13%	2%	1%	0%
Recycling Crews	79%	16%	0%	3%	2%

Collections mailed out 86 survey cards in February and received 18.6% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	75%	19%	0%	0%	6%
County Staff	69%	25%	0%	0%	6%
Recycling Crews	57%	25%	6%	6%	6%

- Website Survey:

For the month of February, 9 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	67%	33%	0%	0%	0%
County Staff	80%	0%	0%	20%	0%
Recycling Crews	38%	50%	12%	0%	0%

### **Collection Section Enforcement Actions:**

- Citations: No citations were issued in the month of February.
- Notices of Violation: No Notices of Violation were issued for the month of February.

### **Website:**

The following is information gathered from the Montgomery County Solid Waste web in February 2010:

#### **Solid Waste Services Website**

Unique Visitors	62,603
Page Loads	144,898

#### **Email List Memberships**

<b>Topic</b>	<b>Members</b>	<b>New subscribers this month</b>
Holiday Reminder	13,916	323
HHW Announcements	4,820	185
Newsletter Helper	2,507	86
Facility Updates	1,949	115
Electronics Recycling	1,988	171
GoGreen	920	109

Civic Loop	113	41
Non-Residential Recycling	77	31
Multi-Family Recycling	75	31
<b>Total Subscriptions</b>	<b>26,365</b>	<b>1,092</b>

#### Most Popular Web Pages

1. How do I...
2. Blog entry on the Presidents' Day Holiday and Snow Update for week of February 15-19, 2010
3. Transfer Station
4. Holidays
5. Recycling Center
6. Trash collection service
7. Recycling collection service
8. Annual Recycling Report – online filing
9. Curbside collection service
10. Household Hazardous Waste
11. Blog entry on how you should set out your trash and recyclables after it snows

## **WASTE MINIMIZATION**

<b>Product Recycled</b>	<b>Approximate weight recycled in February 2010 (tons)</b>
Computers	64 tons
TVs	31 tons
Propane Tanks	0 ton
Textiles	0 ton
Construction Materials (Don't Dump – Donate)	2 tons
Vehicle Batteries	8 tons
Rechargeable Batteries	0 ton

## **HAZARDOUS WASTE PROGRAMS**

**Household Hazardous Waste (HHW) Collection** – There were 2,067 patrons to the program this month.

**Small Quantity Generator/ECOWISE Program** – There were 8 ECOWISE participants this month.

## **WASTE REDUCTION**

**Bicycle Recycling** – “Bikes for the World” removed no bikes this month (for restoration and shipment to countries worldwide), due to weather related issues.

**Paint Reduction** – The free paint program is closed for the winter. We solidified 19 cubic yards of paint. We shipped 44 cubic yards of paint (7,000 gallons or 31.91 tons) to Honduras this month.

**NEW ‘GOGREEN’ Website** – The new *GoGreen* website, ([www.montgomerycountymd.gov/GOGREEN](http://www.montgomerycountymd.gov/GOGREEN)) will be a one stop site for a wide range of environmental programs and information for residents and businesses. This month, the site had 236 page views, up 33 over last month, 165 unique visits, up 17 over month, and 103 absolute unique page views, up 3 over last month.

**Straight Vegetable Oil (SVO) Recycling** – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; This month .92 ton of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

## **AIR PERMITS AND ENVIRONMENTAL PROGRAMS**

**Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions** – On February 20, 2010, the CEMS on Units #1 and #2 reported exceedances of the of the 1-hour and 4-hour block average limitations for CO. Those limitations are 200 ppm and 100 ppm, respectively (each adjusted to 7% oxygen). Unit #1 registered 734 ppm for a 1-hour block and 189 ppm for the associated 4-hour block. Unit #2 registered 394 ppm for a 1-hour block, and 105 for the associated 4-hour block. These readings were later determined to be caused by a turbine to trip which had required immediate but temporary boiler shutdown. The turbine trip appears, in turn, to have been caused by failure of the plant's Uninterruptible Power Supply (UPS), but the root cause remains under investigation. The excursions are expected to be exempt from regulation under the

malfunction provisions of the permit. The CEMS reported no other instances of stack gas emissions exceeding permitted concentration limits during the month of February.

**TES Contract (Weather Station)** – All of the instrumentation worked normally in February. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 2.40 inches.

## **WASTE REDUCTION AND RECYCLING**

**Public Education and Outreach** – The winter issue of the Civic Loop newsletter was completed and sent to members of civic, community and homeowner associations across the County. For the first time, the newsletter was sent electronically to those that subscribed to receive the newsletter electronically via email. In addition, all businesses, multi-family properties and recycling program volunteers are being encouraged to provide email addresses in order to receive newsletters electronically in a continuing effort to reduce paper, printing and mailing costs in support of the County Executive's paper and printing reduction policy. Planning continues for the Division's Earth Day activities during the month of April. Staff will be attending numerous events hosted by businesses, multi-family properties and communities throughout the County. In addition, the Division will be hosting paper shredding and recycling and household goods/clothing donation events during the weekend of April 17 and 18, 2010.

**On-Site Composting and Waste Reduction Activities** – Despite the record snowfall in February, 95 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff participated in the Home Show Expo at the Universities of Shady Grove during the weekend of February 13 and 14 and at the Master Gardeners annual mini-conference. These events provided a great opportunity for the Division to educate and encourage residents to practice grasscycling and composting beginning this spring. In addition, staff is currently in the process of scheduling composting demonstrations and workshops during the spring season.

**Recycling Investigations Unit** – Since the unit was established, 27,262 site visits and 3,064 formal investigations have been conducted. In February, 28 NOVs were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. Three citations were issued to businesses for not recycling the required materials.

**Commercial Recycling and Waste Reduction** – The SORRT Program conducted 673 on-site visits of businesses in February. Staff resolved three complaints, participated in 5 educational events reaching 88 people and responded to 41 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. The SORRT team completed the re-evaluations of the recycling programs at five Montgomery County Public Schools that did not receive a passing grade during their



initial recycling evaluation this past fall. Each of the schools received a passing grade on their re-evaluation. Calendar Year 2009 Annual Recycling and Waste Reduction Reports for large businesses were due on February 1. Of the 84 businesses required to submit a report, 9 businesses missed the filing deadline. These businesses were forwarded to the Recycling Investigations Unit for investigation. Annual reports are due for 130 medium and 199 selected small businesses and property owners/managers of 467 multi-tenant commercial properties by March 1. Staff is in the process of field verifying the annual reports to ensure the information submitted is accurate. The SORRT program will hold its second one-day Business Recycling seminar of the fiscal year on March 25, 2010 in Silver Spring. Work is underway on the spring issue of the quarterly SORRT Network Newsletter which is expected to be completed by the end of March.

**Multi-Family Recycling and Waste Reduction** – The TRRAC Program conducted 135 on-site visits to multi-family properties in February to monitor the status and progress of their recycling programs and to recommend program improvements. Staff participated in 6 multi-family property educational events that reached 126 people. Events included a multi-family property resident recycling committee meeting, a lobby event, and multiple presentations, including one with the assistance of a Korean interpreter. Staff also responded to 51 requests for information, resolved 8 resident concerns, and distributed 199 multi-family recycling bins. The TRRAC team continued working with the twenty multi-family properties designated as a priority to achieve increased recycling achievement. Multi-Family Annual Recycling and Waste Reduction Reports covering Calendar Year 2009 were due on February 1. A total of 630 properties were required to submit a recycling report for 2009 and 32 properties missed the filing deadline. These properties were forwarded to the Recycling Investigations Unit for investigation. Staff continues to field verify the annual recycling reports to ensure the information submitted is accurate. Planning is underway for the second seminar of FY10 that will be held on March 9, 2010 in Silver Spring to educate multi-family property representatives, residents, and collectors on how to establish and maintain an effective recycling program in compliance with the County recycling regulations.

**Mixed Paper Recycling** – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

**Volunteer Activities** – Seven volunteers contributed 21 hours of their time to support recycling activities this month by helping staff the Division's exhibit at the Home Show Expo on Saturday, February 13 and Sunday, February 14, 2010. Two volunteers provided nearly 94 hours of office assistance in February. Seven existing volunteers participated in a refresher training course, particularly focused on the additional types of materials that are now acceptable for recycling. In a continuing effort to recruit new volunteers, staff participated in two volunteer fairs reaching 93 potential volunteers. The Recycling Volunteer Program recruited one prospective volunteer and three new volunteers in February.

## **PILOT PROGRAMS**

**Cooperative Collection/Alternative Collection** – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. No major issues occurred in February.

## **FACILITY ACTIVITIES**

**Resource Recovery Facility (RRF)** – The RRF processed a total of 31,414 tons, or 1,122 tons per day. Trash deliveries averaged 7,705 tons per week due to heavy snowfall disrupting MSW pickups. The snow also hindered rail hauling of MSW and ash. The month began with two units running with reduced load on off peak hours due to lack of trash. The reduced deliveries resulted in holding the two operating boilers at minimum load from February 10 through February 17. The plant returned to a three boiler operation on February 22. On Saturday February 20, the facility experienced two separate turbine trips for a total of four hours of downtime. The cause appears to be a failure of the plant's Uninterruptible Power Supply (UPS) that turned off the computer control system. However, the root cause of this failure is still under investigation.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. There was a need to purchase 22.3 MWh of power during the month.

The following environmental activities occurred:

- Submitted the January 2010 Water Supply Monthly Operating Report to MDE.
- Monthly outfall sampling, quarterly pond sampling, and triennial Sewage-sludge sampling was conducted,
- The annual solid waste tonnage report was submitted to MDE.
- The Montgomery County and MDE SARA Tier 2 Reports for Hazardous materials were revised to include Battery acid.
- During the Turbine trip of February 20, both Units #1 and #2 had CO excursions that exceeded the 1-hour and 4-hour reporting blocks. All four excursions are considered reportable but exempt due to the permit's malfunction provision.
- Collected biogenic stack gas sample.

**Materials Recovery Facility (MRF)** – Approximately 1,381 tons of commingled material were shipped out and approximately 3,500 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in February. We have begun the installation of a new storage silo. Began work on replacing overhead metal halide lights in the processing area with energy-efficient T5 high output fluorescent lights

that save approximately 100 watts per fixture. Painted processing system equipment during the week when there were no collections due to the snow storms.

**Oaks Landfill** – The new 2.4 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

**Gude Landfill** – The new 0.8 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

Work related to the Gude Landfill Remediation project continues. The field survey of site infrastructure is nearly complete and the Waste Delineation Study was finalized as part of the Phase 0 work. DEP is waiting on responses from MDE and M-NCPPC on the respective submittals to move forward with the remedial investigation and other related site activities at the Gude Landfill. Meetings with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

**Solid Waste Transfer Station** – Covanta shipped 30,676 tons of processible waste via rail from the Transfer Station to the RRF; 5,924 tons less than shipped in February 2009.

The inbound radiation detectors had 20 valid alarms – 1 alarm involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 18 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash. There was 1 alarm for industrial radiation RA 226 that had to be removed from the load by RSO.

The Public Unloading Facility radiation detectors had 5 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

**Transfer Station Enforcement** – Under Chapter 48 of the Montgomery County Code, a total of **34** enforcement actions were taken during the reporting period. The enforcement composition breakdown includes:

Action	Verbal Warning	NOV	Citation
Lacking the Permit Required to Collect or Dispose of Solid Waste	0	6	4
Delivering Solid Waste Acceptable for Recycling to a Solid Waste Facility	0	5	3
Hauling Solid Waste Without a Valid Collectors Tag	0	8	1
Unlicensed Company	0	1	0
Un-permitted Vehicle of a Licensed Company	1	3	1
Transporting Solid Waste Without a Tight Fitting Cover	0	1	0
<b>TOTAL</b>	<b>1</b>	<b>24</b>	<b>9</b>

**Site 2 Landfill Properties** – Design work continues on the Site 2 ponds. Staff continues to address deer management issues.

**Yard Trim Compost Facility** – The facility received zero tons of material for composting; this compares with 504 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 1,007 cubic yards of bulk LeafGro™ shipped this month; compared with 595 cubic yards for the same period last year. There were zero cubic yards of Linden Farm Humus sold; this compares with zero cubic yards for the same period last year.

**Bagging Operation** – 7,600 bags of LeafGro™ were shipped to distributors. This compares with 18,425 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In February, zero 1-cubic foot bags of LeafGro™ were sold. This compares with 540 bags during the same period last year.

In February, zero bags of Compro™ bags were shipped to distributors. This compares with 2,000 bags during the same period last year.

## **OUT-OF-COUNTY HAUL**

Brunswick County, Virginia – Approximately 9,267 tons of ash residue and 596 tons of nonprocessible waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 754 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling this month.

# GENERAL INFORMATION

## Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWs	<a href="http://www.montgomerycountymd.gov/solidwaste">www.montgomerycountymd.gov/solidwaste</a> <a href="http://www.montgomerycountymd.gov/recycling">www.montgomerycountymd.gov/recycling</a> <a href="http://www.montgomerycountymd.gov/hazardouswaste">www.montgomerycountymd.gov/hazardouswaste</a> <a href="http://www.montgomerycountymd.gov/useitagain">www.montgomerycountymd.gov/useitagain</a> <a href="http://www.montgomerycountymd.gov/yardtrim">www.montgomerycountymd.gov/yardtrim</a> <a href="http://www.montgomerycountymd.gov/veggieoil">www.montgomerycountymd.gov/veggieoil</a> <a href="http://www.montgomerycountymd.gov/GOGREEN">www.montgomerycountymd.gov/GOGREEN</a>

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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# SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	495,371 (FY09)
Latest Recycling Rate Reported in Montgomery County	44.2% (FY09)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,953
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,540
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

## **GLOSSARY OF ACRONYMS**

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
CO	Carbon Monoxide
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
EPA	United States Environmental Protection Agency
ERP	Enterprise Resource Planning
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
UPS	Uninterruptible Power Supply
WVO	Waste Vegetable Oil